

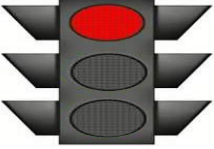

Work Orders Open More than 30 Days Codes & Regulations

KPI Owner: Darrell Coomer

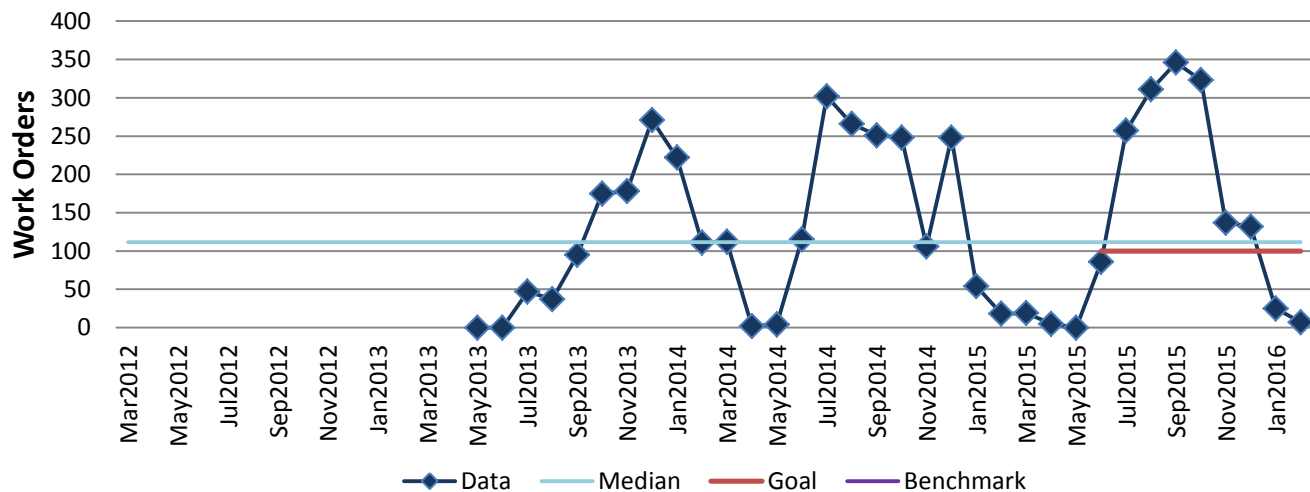
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 108 Cases per month Goal: Do not exceed more than 100 work orders open more than 30 days in any month in CY 16. Benchmark: 0 open more than 30 days	Data Source: Hansen Goal Source: Dept Leadership Team Benchmark Source: C&R Best Performance	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The number of work orders open for more than 30 days Why Measure: Helps to quantify efficiency of response for vacant lots. Next Improvement Step: Develop improved scheduling process.

How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Average		Feb2016 Goal	Feb2016 Actual	
100	137		100	7	
Work Orders	Work Orders		Work Orders	Work Orders	

Work Orders Open More than 30 Days



Root cause analysis is not necessary because there is no gap between the goal and current performance.